

U9C-CAM FM BT/OT-363(A)
U9C-CAM FM /OT-360A

Level 2 Repair Document



Note: this manual is non-contractual and TCT Mobile phone can modify without prior notice the characteristics of described equipments.

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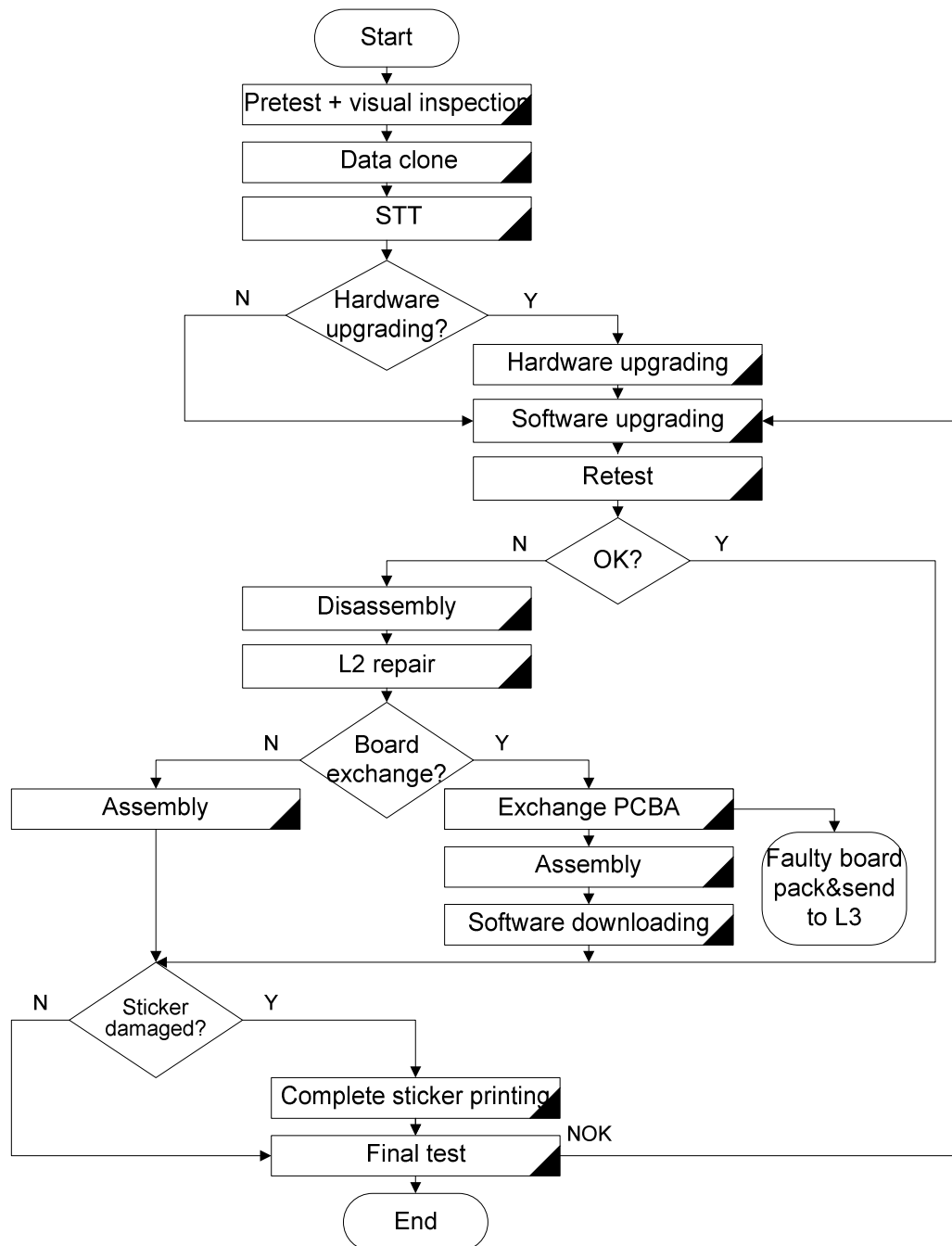
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1. LEVEL 2 REPAIR PROCESS



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2. PRETEST AND VISUAL INSPECTION

- a. Check handset aspect;
- b. Humidity sticker: OT-363(A) and OT-360A cellphones are fitted with a sticker detecting liquid (on the frame). Check its state to decide whether it is under or out of warranty. (the original sticker is white and turn red in contact with water)



sticker OK

Sticker of a good terminal
This terminal is under warranty.



sticker NOK

Sticker of a terminal dived in water
This terminal is out of warranty.

- c. Insert SIM card and check its right fitting;
- d. Insert a battery, plug a charger on product, And check the icon on main display and sub display;
- e. Switch on handset and check every key of the keyboard, including the “navigation”, “soft key”, and “camera key”. Check the display and keypad backlight.
- f. Check the function of the vibrator through *My settings/Ring tones/Mode/Vibrate* Or long press “#” key;
- g. Make a phone call with a communication tester, during the communication, check the function of Hands-Free.
- h. Check their function If the end user complains about music or camera;

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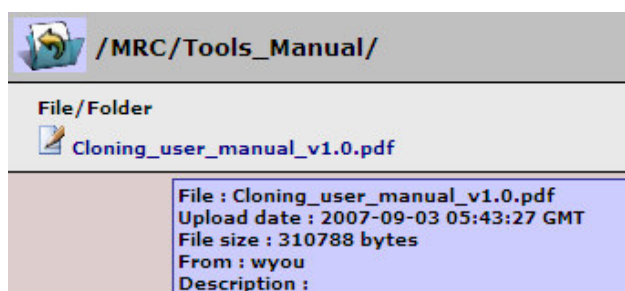
3. CLONING TOOL

(1) Find cloning tool on MLDC as below detail location:



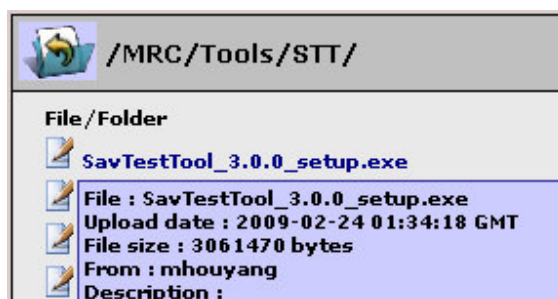
(2) Install the cloning tool in your computer.

(3) Follow the user manual on MLDC to upgrade the mobile.



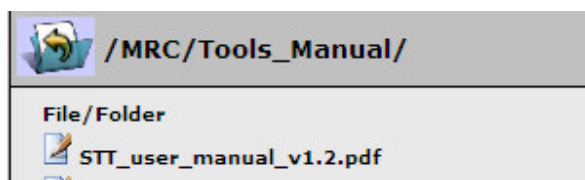
4. SAV TEST TOOL

(1) Find STT on MLDC as below detail location:



(2) Install the cloning tool in your computer.

(3) Follow the user manual on MLDC to upgrade the mobile.



5. HARDWARE UPGRADE

For OT-363(A) and OT-360A, there is no hardware upgrade in L2 repair.

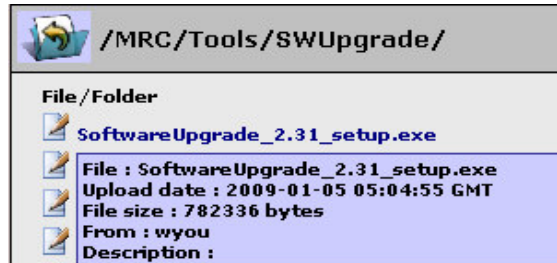
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6. SOFTWARE DOWNLOADING

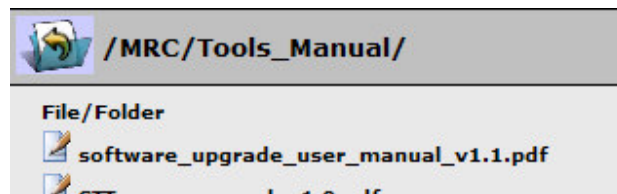
SWUpgrade tool is a method to download the SW from the SWupgrade server. Your internet connection is necessary during the process.

(1) Find softwareUpgrade tool on MLDC as below detail location:



(2) Install the cloning tool in your computer.

(3) Follow the user manual on MLDC to upgrade the mobile.



7. DISASSEMBLY and REASSEMBLY of OT-363(A) and OT-360A

7.1 ESD Safety



Please wear static loop or static glove

7.2 Disassembly tools

- a** .Plastic Wedge **b** . Screwdriver (TORX5) **c** . Hook **d** .Tweezers **e** . Soldering Jig
f . Soldering iron **g** . connector bar **h** . Hot wind gun

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7.3 Process

The steps of disassembly OT-363(A) and OT-360A are as below.

Step 1

Take off the battery cover, battery and SIM card if there is.

Take off 4 screws from the furnished frame, position as the below picture showed:

Then separate the furnished frame from the PCB board and be careful to camera connector.



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Step 2

Remove the main PCBA by disconnect from FPC connector.



Step 3

Remove the bottom spring and antenna.



Step 4

Remove the keypad from main PCB. Remove camera from frame.

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Step 5

Remove 2 screws caps and 2 screws from back casing, separate back casing from front casing.



Step 6

Push the hinge and separate front casing and keypad casing.

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Step 6

Remove speaker so that flip PCBA with FPC can be removed from front casing.

Caution: This step is very difficult especially remove flip PCB from front casing, it will easily cause FPC damage.



Disassembly Notice:

- Put all the spare parts on right position (don't let all spare parts mixed and put on the clean place to avoid vitiated or stained for each spare part) after disassembly. When taking apart of LCD, take care not to dirty or damage it.

7.4 Reassembly Process

Please make reference to the disassembly process for assembly reverse an order of the disassembly steps.

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7.5 L1 and L2 spare parts disassembly process evaluation

We list the U9CCAM L1 and L2 parts disassembly time, technique levels and disassembly methods as below, for technique levels, Class 1 signifies easy to disassembly, Class 2 signifies normal to disassembly and Class 3 signifies hard to disassembly.

	L1 and L2 spare parts list	Time to disassembly	Technique use for disassembly	Disassembly Class	Remark	Proposition for backup stock
2						
3	furnished front casing	-	-	Class 1		
4	furnished back casing	6s	connector bar			
5	furnished battery cover	1s	-	Class 1		
6	furnished frame	1s	connector bar	Class 2		
7	furnished keypad casing	14s		Class 3	Difficult to disassembly	Yes
8	furnished main keypad	2s	-	Class 1		
9	screw T1.6X4.5	26s for 6pcs	screwdriver	Class 1	14s to remove 4 screws on frame and 12s to remove 2 screws on front casing	
10	Furnished main FPC	120s	soldering iron	Class 3	25pin and easy to damage	Yes
11	Furnished flip PCB	30s		Class 3	Very difficult to disassembly and easy to damage FPC	
12	LCD module	3.23s	soldering iron	Class 1		
13	LCD shielding asm	6s	hook	Class 3		
14	camera module	3s	-	Class 1		
15	Bottom spring EU/US	8s	hook or tweezer	Class 1		
16	vibrator	43s	soldering iron	Class 1		
17	speaker & receiver	16s	soldering iron	Class 2	easy to be broken	Yes
18	microphone	30s	soldering iron	Class 2		
19	camera connector	300s	hot wind gun	Class 3	24pin and easy to damage	Yes
20	USB connector	120s	hot wind gun	Class 3		Yes
21	battery connector	50s	hot wind gun	Class 3		Yes
22	SIM connector	150s	hot wind gun	Class 3	easily damaged during heating	Yes
23	antenna module(EU/US)	2s		Class 1		
24	RF switch	120s	hot wind gun	Class 3		yes
25	Funished key film	7s	-	Class 1	-	
26	BTB connector socket	360s	hot wind gun	Class 3	50 pin and easy to be damaged	Yes

(S: seconds)

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Exploded view diagram of the Star Trek: Enterprise USS Enterprise (NCC-1701-A) model kit. The diagram shows the main hull, nacelles, and various internal components like the engine, bridge, and sensor arrays, all labeled with their respective part numbers and names in Russian. The hull is shown in a disassembled state, revealing the internal structure and the placement of various components. The nacelles are shown separately, along with the engine and various sensor arrays. The diagram is a technical drawing of a model kit, showing the assembly of the USS Enterprise (NCC-1701-A) from Star Trek: Enterprise.

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8. LEVEL 2 REPAIR

This chapter describes the LEVEL 2 repairs that can be done without any diagnostic equipment.

	Problem description	Action And Solution
Charging	Bad or No Charge	1.Check voltage of the battery: if 0V, charge some minutes and check the charge indicator; 2.Check the battery contact, change the battery connector (X902) if broken; 3.Check the charge plug on B cover, change it if necessary;
Switch on with battery power	Can 't Switch on	1.Check voltage of the battery; 2.Check the battery contact, change the battery connector (X902) if broken; 3.Check the keypad. 4 Check BTB connector socket pin
Main display and Sub display	Missing line or column; no display; bad or no LCD backlight	Check Connection flex (FPC cable),change it if necessary; Replace display module if necessary;
Keyboard	Keyboard backlight or keyboard function	Check keypad film or keypad PCB, change it if necessary
vibrator	The vibrator does not work	Check the contact on the PCBA (dirty or oxidized), replace the vibrator if necessary;
Network Problem	No emission or No reception	Check the antenna contactor on the B cover; Check the contact on the PCBA (dirty or oxidized);
IRDA	No communication between the phone and the computer or between two mobiles	Check optic IRDA window, replace IRDA window if necessary;
Camera	Camera doesn't work	Check camera module Check also camera FPC broken or not
Audio	Bad or no emission (TX audio from mobile); Bad or no reception (RX audio on mobile); Hands-free problem; Key bip and melody problem	Check microphone, replace it if necessary; Check the contact on the PCBA (dirty or oxidized) Check loud speaker, replace it if necessary; Check the contact on the PCBA (dirty or oxidized)

In case the LEVEL 2 repairs can't solve the problem, or if the board is damaged, exchange the board.

List of available component to be replaced on the PCBA in Level 2, refer to appendix 2

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9. BOARD EXCHANGE

In case of LEVEL 2 repair does not solve the failure, it is mandatory to change the board and apply the following process:

- 1) Prize up the fault PCBA board away (without accessory such as speaker, vibrator, LCD).
- 2) Get a new PCBA from swap stock. Reuse those accessories to assemble the mobile.
- 3) Fill in the fault code sticker with the fault code, the short code, the Hardware Technical Level, and the STT Result.
- 4) Put the sticker on the left bottom of faulty board.
- 5) Send the fault PCBAs back to L3 repair center with the suggested packaging method, the detail packaging method please see solution 1 of APPENDIX 2.

10. OTHER COMPONENT EXCHANGE

The other components exchange like *LCD module, keypad, vibrator, speaker, microphone, camera, FPC connection, audio/camera connector* and related mechanical components, please follow the detail steps from paragraph 8(Disassembly and Reassembly process), but need to be very careful to handle the components with related special tool or jig (especially replacing new components) and better to handle it with plastic tools (plastic tweezers and wedge etc.), besides must put static gloves, fingertips or wear static loop during the whole process of components exchange!

11. STICKERS

Find below the specification concerning the stickers for OT-363(A), OT-360A products.

This sticker must be re-printed when the board is changed or upgraded. If the sticker is damaged, the mobile must be excluded of manufacturer warranty.



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U9C-Cam FM BT U9C-Cam FM

EU IMEI 35967502*****

US IMEI 01184600***** 01184000*****

FCC ID number	Product name	Product type (and internal name)
RAD105	OT-363A	U9C-Cam FM BT A
RAD104	OT-360A	U9C-Cam FM A

Label information

Length = 33mm

Width = 19mm

Thickness = 0.05mm

Zone	Variable	Signification
1	-	Type of product : XXXX
2	-	Distributor : For WW: TCT Mobile limited For CN: 苏州 TCL 天一移动通信有限公司 GSM 双频 GPRS 功能数字移动电话机
3	DATA3	PTS='soft' techn. Release xxx
4	DATA10 or DATA 12	Short code XXXX
5	DATA2	PTM
6	-	Made In (by) ... according to made in file
7	-	China version—CMII:0000000000 / PCS version—FCC ID:RADXXX
8	DATA7	Commercial Ref
9	DATA5	Full IMEI
10	DATA5	Bar code IMEI
11	DATA5/DATA11/DATA2/DATA3/DATA7	DATAMATRIX Code IMEI No. / INDUS. REF. / PTH(PTM) / PTS / COM. REF.
12	DATA4	Date Code xxx
13	-	Special Logo
14	-	
15	-	
16	-	
17		Remarker (Bluetooth QD ID B013793)
NO	DATA11	3DS (INDUS REF)

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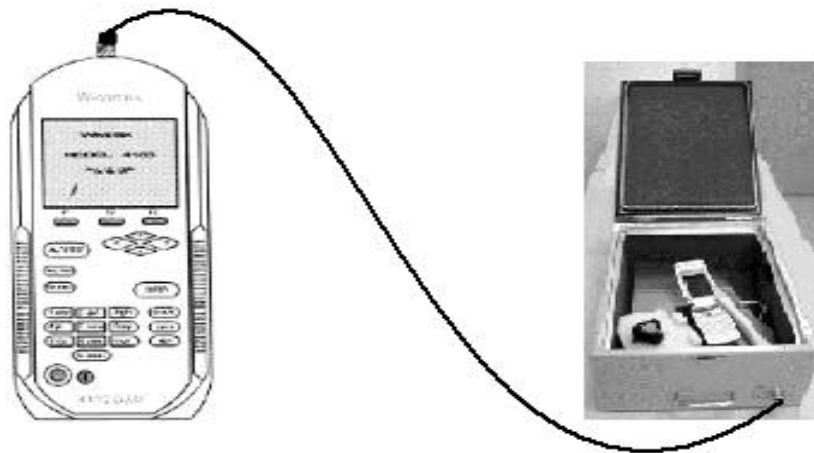
12. FINAL TEST

12.1 Function Test

During the function test, the following items must be checked and validated.

- Cosmetic aspect of the handset, the Software Technical sticker state on the Board
- Switch on the handset
- Default welcome message
- The display and keypad backlight
- Function of the all keys (beep and display) and the keyboard positioning
- Function of vibrator (*My setting/Ring tone/Mode/Vibrate* or by long press “#”)
- Plug of a charger: right position of the charger, display of the charge indicator
- Check the music and camera function

12.2 Measurement



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Measurements	Channels	Power levels	Tol.min	Tol.max	Conditions
GSM					
Connection Mobile	63*	9	None	None	Radiated meas
Call base from mobile	5*	9	None	None	Radiated meas
Power level measurements	5*	9	22 dBm	28 dBm	Radiated meas
Power level measurement	5*	5	31 dBm	35 dBm	Radiated meas
Peak Phase error measurements	5*	5	0°	20°	Radiated meas
RMS Phase error measurements	5*	5	0°	5°	Radiated meas
Frequency error measurements	5*	5	-90 Hz	+90 Hz	Radiated meas
RX Level (BS power level : -60dBm)	5*	5	45	55	Radiated meas
Power level measurements	120*	5	31 dBm	35 dBm	Radiated meas
Peak Phase error measurements	120*	5	0°	20°	Radiated meas
RMS Phase error measurements	120*	5	0°	5°	Radiated meas
Frequency error measurements	120*	5	-90 Hz	+90 Hz	Radiated meas
RX Level (BS power level : -60dBm)	120*	5	45	55	Radiated meas
DCS					
Power level measurements	515*	0	28 dBm	32 dBm	Radiated meas
Peak Phase error measurements	515*	0	0°	20°	Radiated meas
RMS Phase error measurements	515*	0	0°	5°	Radiated meas
Frequency error measurements	515*	0	-180 Hz	+180 Hz	Radiated meas
RX Level (BS power level : -60dBm)	515*	0	45	55	Radiated meas
Power level measurements	880*	0	28 dBm	32 dBm	Radiated meas
Peak Phase error measurements	880*	0	0°	20°	Radiated meas
RMS Phase error measurements	880*	0	0°	5°	Radiated meas
Frequency error measurements	880*	0	-180 Hz	+180 Hz	Radiated meas
RX Level (BS power level : -60dBm)	880*	0	45	55	Radiated meas
Keyboard test (1)	-	-	-	-	-
Audio test GSM	70*	9	None	None	Radiated meas

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Hang up	70*	9	None	None	Radiated meas
Call mobile from BS	700*	9	None	None	Radiated meas
Power level measurements	700*	0	27 dBm	33 dBm	Radiated meas
Audio test DCS	700*	0	None	None	Radiated meas
Hang up	70*	9	None	None	Radiated meas
PCS					
Connection Mobile	661*	5	None	None	Radiated meas
Call base from mobile	513*	5	None	None	Radiated meas
Power level measurements	513*	5	15 dBm	25 dBm	Radiated meas
Power level measurements	513*	0	25 dBm	35 dBm	Radiated meas
Peak Phase error measurement	513*	0	0°	20°	Radiated meas
RMS Phase error measurements	513*	0	0°	6°	Radiated meas
Frequency error measurements	513*	0	-180 Hz	+180 Hz	Radiated meas
RX Level (BS power level : -65dBm)	513*	0	35	55	Radiated meas
Keyboard test (1)	-	-	-	-	-
Power level measurements	880*	0	25 dBm	35 dBm	Radiated meas
Peak Phase error measurements	880*	0	0°	20°	Radiated meas
RMS Phase error measurements	880*	0	0°	6°	Radiated meas
Frequency error measurements	880*	0	-180 Hz	+180 Hz	Radiated meas
RX Level (BS power level : -60dBm)	880*	0	35	55	Radiated meas
Audio test 1900	683*	5	None	None	Radiated meas
Hang up	683*	5	None	None	Radiated meas
Call mobile from BS	683*	5	None	None	Radiated meas
Power level measurements	683*	5	15 dBm	25 dBm	Radiated meas
Hang up	683*	5	None	None	Radiated meas

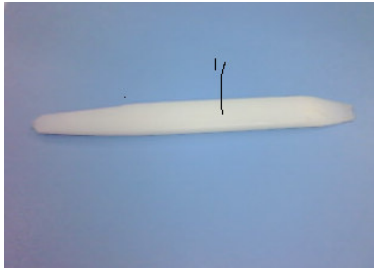
- These values are given for indication , compatible low ,middle and high channels have to be found
- All the keys must be tested during a call except « end key »

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APPENDIX 1 Tools and Equipments for L2 Repair Center

1) Repair Tools and Downloading Tools:



Plastic Stick



Tweezers



Steel Hook



Screwdriver (TORX6)



Soldering Jig



Soldering iron



Hot wind gun



Connector bar

2) Other mandatory Equipments

Final test kit (charger, batteries, Back covers)

Final test interface

Bench and socket

Stickers

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APPENDIX 2 HDT Fault Codes

CODE	LIST	DESCRIPTION
D05	ERROR_CODE_SERPRODNAME_FAIL	SERPRODNAME FAIL
D06	ERROR_CODE_COMCONF_FAIL	COMCONF FAIL
D07	ERROR_CODE_SETSCATTERFILE_FAIL	SETSCATTERFILE FAIL
D08	ERROR_CODE_SETERASEMODE_FAIL	SETERASEMODE FAIL
D09	ERROR_CODE_ONTERMINAL_FAIL	ONTERMINAL FAIL
D10	ERROR_CODE_READ_TRACE_FAIL	READ TRACE FAIL
D11	ERROR_CODE_INVALID_INDREF	INVALID H/S 3DS
D12	ERROR_CODE_INVALID_SC_OR_ICS	INVALID SHORT CODE OR ICS
D13	ERROR_CODE_INVALID_COLOUR	INVALID COLOUR
D14	ERROR_CODE_INVALID_MSITE	INVALID MANUFACTURE SITE
D15	ERROR_CODE_INVALID_PRODDATE	INVALID PCBA PRODUCT DATE
D16	ERROR_CODE_INVALID_PCBASER	INVALID PCBA SERIAL
D17	ERROR_CODE_INVALID_PTM	INVALID PTM
D18	ERROR_CODE_INVALID_PTS	INVALID PTS
D19	ERROR_CODE_INVALID_TESTHISTORY	INVALID TEST HISTORY
D20	ERROR_CODE_READ_BDADDR_FAIL	READ BDADDR FAIL
D21	ERROR_CODE_READ_IMEI_FAIL	READ IMEI FAIL
D22	ERROR_CODE_GET_IMEI_FAIL	GET IMEI FAIL
D23	ERROR_CODE_LACK_IMEI_FAIL	LADK OF IMEI
D24	ERROR_CODE_WRITE_IMEI_FAIL	WRITE IMEI FAIL
D25	ERROR_CODE_CHECK_WRITE_IMEI_FAIL	CHECK WRITE IMEI FAIL
D26	ERROR_CODE_WRITTEN_IMEI_MISMATCH	WRITTEN IMEI MISMATCH
D27	ERROR_CODE_INVALID_IMEI	INVALID IMEI
D28	ERROR_CODE_RESIGN_IMEI_FAIL	RESIGN IMEI FAIL
D29	ERROR_CODE_DOWNLOAD_FAIL	DOWNLOAD FAIL
D30	ERROR_CODE_DOWNLOAD_META_FAIL	DOWNLOAD META FAIL
D31	ERROR_CODE_GET_BDADDR_FAIL	GET BDADDR FAIL
D32	ERROR_CODE_LACK_BDADDR_FAIL	LACK OF BDADDR
D33	ERROR_CODE_WRITE_BDADDR	WRITE BDADDR
D34	ERROR_CODE_WRITTEN_BDADDR_MISMATCH	WRITTEN BDADDR MISMATCH
D35	ERROR_CODE_CHECK_WRITE_BDADDR	CHECK WRITE BDADDR
D36	ERROR_CODE_INVALID_COMMREF	INVALID COMMERCIAL REF.
D37	ERROR_CODE_INVALID_SWLEV	INVALID SW LEVEL
D38	ERROR_CODE_INVALID_BENCHNAME	INVALID BENCHNAME
D39	ERROR_CODE_INVALID_ASTEC_DATA	INVALID ASTEC DATA
D40	ERROR_CODE_INVALID_MCVER	INVALID MAIN CODE VER
D41	ERROR_CODE_INVALID_LPVER	INVALID LANG PACK VER
D42	ERROR_CODE_INVALID_CPVER	INVALID CUST PACK VER
D43	ERROR_CODE_INVALID_SPVER	INVALID STUDY PARA VER
D44	ERROR_CODE_INVALID_SECUVER	INVALID SECU INFO VER
D45	ERROR_CODE_JTVER	INVALID JUMP TABLE VER
D46	ERROR_CODE_SCATTVER	INVALID SCATTER FILE VER
D47	ERROR_CODE_RPVER	INVALID RES PACK VER
D48	ERROR_CODE_WRITE_TRACE_FAIL	WRITE TRACE FAIL
D49	ERROR_CODE_CHECK_WRITE_TRACE_FAIL	CHECK WRITE TRACE FAIL

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D50	ERROR_CODE_WRITTEN_TRACE_MISMATCH	WRITTEN TRACE MISMATCH
D51	ERROR_CODE_OFFTERMINAL_FAIL	OFFTERMINAL FAIL
D52	ERROR_CODE_FR_COMM_FAIL	FR COMMUNICATION FAIL
D53	ERROR_CODE_COMM_DATA_FAIL	COMMUNICATION DATA FAIL
D54	ERROR_CODE_BACKUP_DATA_FAIL	BACKUP TUNING DATA FAIL
DUK	ERROR_CODE_UNKNOWN	UNKNOWN EEROR
DFF	ERROR_CODE_GEN_TRACE_FILE	GET TRACE FILE FAIL

APPENDIX 3 Packaging Requirement

PCBA shipment requirement:

- Against Electro-Static.
- Avoid PCBA are laid to overlap each other.
- Against press outside package.

Solution 1: Each PCBA is packaged by shielding bag, put each PCBA into each cave of the carton (see picture hereunder).



Solution 2: Stack by special trays (15 trays maximum), put empty trays to fill space inside the carton and all trays should be bound tightly in order to avoid PCBA move out (see picture hereunder).



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